

BEFORE THE TENNESSEE REGULATORY AUTHORITY

NASHVILLE, TENNESSEE

December 15, 2000

**IN THE MATTER OF
RULEMAKING AMENDMENTS
OF REGULATIONS FOR
TELEPHONE SERVICE
PROVIDERS**

DOCKET NO. 00-00873

**ORDER GRANTING MOTION IN PART TO ESTABLISH WORKSHOPS
AND EXTEND DEADLINE FOR FILING COMMENTS**

On November 16, 2000, the Tennessee Regulatory Authority ("Authority") conducted a rulemaking public hearing on proposed telephone service standards. The Hearing Officer announced at the Hearing that written comments from the parties may be filed until December 21, 2000. At the Hearing several parties requested that the Authority conduct a series of technical workshops for the purpose of facilitating understanding and attempting to reach consensus on the proposed rules.

On December 11, 2000 a Joint Motion to Establish Workshops and Extend the Deadline for Filing Comments ("Joint Motion") was filed with the Authority on behalf of AT&T, BellSouth Telecommunications, Citizens Communications, Tennessee Rural Independent Coalition, MCI WorldCom, Inc., NewSouth Communications, SECCA, TDS Telecom, Time Warner Telecommunications, United Telephone Southeast and XO Communications (hereafter the "Industry"). This Joint Motion states that filing written comments addressing the proposed rules by December 21, 2000 would impose an undue burden on the Industry Members in light of the level of regulatory activity effecting the industry at this time. The Joint Motion offered a schedule whereby the Authority would conduct three (3) workshops with each covering a pre-determined list of rule sections with written comments allowed after each workshop. According to the Joint Motion, the first workshop would be conducted on January 15, 2001 with the last workshop held on May 7, 2001. Written comments would follow each workshop with the last comments due on June 18, 2001.

In response to the Industry's Joint Motion, the Consumer Advocate and Protection Division of the Attorney General's Office ("AG") filed a letter with the Hearing Officer on December 12, 2000, and while not opposing the concept of workshops, this letter objected to the length of time proposed for the workshops. The AG stated that the need for implementation of these rules is real and immediate and the six (6) month delay resulting in the Joint Motion cannot be justified. The AG proposed a counter schedule where abbreviated written comments would be filed by the parties no later than December 28, 2000 followed by the conducting of a two (2) day workshop in January. More extensive final comments would be permitted no later than the first week of February 2001.

The Hearing Officer finds that having at least some written comments from the parties prior to the workshops would be beneficial and that the workshops should be conducted within a reasonable timeframe. However, the Hearing Officer also understands the Industry's reluctance in submitting extensive comments on rules that may be modified during the workshops, as well as the usefulness of having a pre-determined set of rule sections on which to focus at each workshop. Therefore, the Authority Staff is directed to conduct three (3) workshops, and prior to each workshop the Industry is directed to file, jointly if possible, a matrix of "objectionable" rule sections together with suggested rule changes. At the completion of the workshops, the parties will have a final opportunity to file extensive written comments on the proposed rules. The schedule for the workshops and deadline for filing written comments is attached as Appendix A to this Order. Under the schedule outlined herein, final comments shall be submitted to the Authority no later than March 7, 2001.

Entered this 15th day of December, 2000

A handwritten signature in black ink, appearing to read "K. David Waddell", written over a horizontal line.

K. David Waddell, as Hearing Officer

Appendix A

Schedule for Telephone Service Standard Rules Workshop

Written Comments for Workshop 1	January 10, 2001
Workshop date	January 16, 2001
Topics covered	

1220-4-2-.01	Definitions
1220-4-2-.02	Scope of Regulations
1220-4-2-.03	Records and Reports
1220-4-2-.09	White Page Directories
1220-4-2-.12	Customer Complaints
1220-4-2-.13	Accuracy Requirements
1220-4-2-.15	Prepaid Calling Cards
1220-4-2-.19	Lifeline and Link-up
1220-4-2-.22	Enforcement Provisions

Written Comments for Workshop 2	January 24, 2001
Workshop date	January 30, 2001
Topics covered	

1220-4-2-.04	Customer Refunds for Service Outages
1220-4-2-.05	Customer Deposits
1220-4-2-.06	Disconnection of Local Service
1220-4-2-.07	Disconnection of Local Service to a Reseller
1220-4-2-.08	Privacy of Customer Information
1220-4-2-.14	Payment for Services

Written Comments for Workshop 3	February 15, 2001
Workshop date	February 20, 2001
Topics covered	

1220-4-2-.10	Emergency Service Provisioning
1220-4-2-.11	Telephone Construction
1220-4-2-.16	Adequacy of Service
1220-4-2-.17	Basic Obligations for ETCs
1220-4-2-.18	Quality of Service Mechanisms
1220-4-2-.20	Number Conservation
1220-4-2-.21	Toll Free County Wide Calling

Final written comments due by March 7, 2001.